

Call to Order

The regular meeting was called to order at 7:05 p.m.

Roll Call

Present:	Alex Bennett	Richard Hughes
	Penny Marinos	Cindy Stewart
	Kent Voigt	Brian Wehrung
	Monika Sata	Cindy Stewart

Absent:	Jerry Bixby
	Michael Farrug

Introduction

Monika Sata, CATV student representative

Approval of Minutes

Corrections to the minutes of the regular meeting of July 18, 2002 are as follows:

Pg 3 moved by Voigt and second by Marinos

Motion to approve minutes as amended by Hughes, second by Bennett. Approved unanimously.

Correspondence

A. Sept. 12- Comcast Basic Analog Channel Line-up:

New services for customers- Video on Demand, High Definition TV, Digital Sneak Preview Channel

B. Sept. 16- Comcast High Speed Internet- price increases

C. Oct. 30- Comcast Channel Changes

Old Business

A. List of CATV members (correction)

Bryan will contact Michael re: resigning from board. He's only made 2 meetings in 3 years.

B. Discrimination on Practice Review- When Mark Dineen met with CATV Committee he spoke about the discrimination practice review. WOW filed a complaint with FCC challenging Comcast's pricing practices. Tim Currier (ICCA

attorney) was instructed by ICCA to follow up and report back. It appears that Comcast has discontinued that practice since brought up by WOW.

New Business

- A. ICCA Meeting Minutes- October meeting
 - B. Quarterly Reports- Comcast and WOW – CATV members previously suggested doing a “report card.” Example: “We feel Comcast service has been improving. Less complaints than 2001.” Comments:
 - a. It still appears based on Board’s own experiences that all complaints are not being logged. Some are missing.
 - b. Future Report Cards: Service is improving based on the decreased number of complaints. Both providing superior product, but need to work on their customer service.
 - c. Would like to see days to resolution decrease.
 - d. Observations- Remove reporting party, phone number, customers name and number before copying.
 - i. More complaints from Troy (would be due to more customers)
 - ii. Majority of complaints/calls related to reception, billing, drops
 - iii. Overall judgement on how cable company is doing this quarter:
A=5, B=4, C=3, D=2, E=1
 - 1. Grade WOW (based on report) B-
 - a. Work on improving customer service
 - b. Not terrible, but we’d like to see them respond and deal with problem within 48 hours
 - 2. Grade Comcast (based on report) C
 - a. Work on customer service and billing complaints
 - b. Problems need to be resolved much quicker
 - c. Complaints have gone from overwhelming to manageable
 - C. CMN Studio- very nice opening, available to residents from all 11 communities. Training offered monthly at CMN Studio in Troy and one at Oakland University - mention this in *Troy Today*.
- Ask John L is there any more grant money available (from TCI and Ameritech) that needs to be disbursed.
- Ask CMN how are they advertising their services to the 11 communities. Where will the new brochure be distributed? Should mail to cities to be placed in City Halls, Libraries, Community Centers.
- D. 2003-04 budget will be lean this coming year. Will ask for some new equipment (Report of what’s being asked for to board in next packet)
 - E. Member comment
 - a. Bennett- Viewership: suggestion to show speaker more than wide shots. Makes it more interesting to viewers
 - b. Bennett- Increase frequency of meetings

News Articles

AT & T/Comcast merger: Very technical, be sure and read

Motion to adjourn by Marinos, second by Voigt to adjourn the meeting.

Meeting adjourned at 9:10 pm